APRIL 2013







E-BOOKING USER'S MANUAL









Hapag-Lloyd Cruises

Great moments. Truly exclusive.

www.hlkf-extranet.com

Increasing Customer Satisfaction with E-Booking



Dear Colleagues,

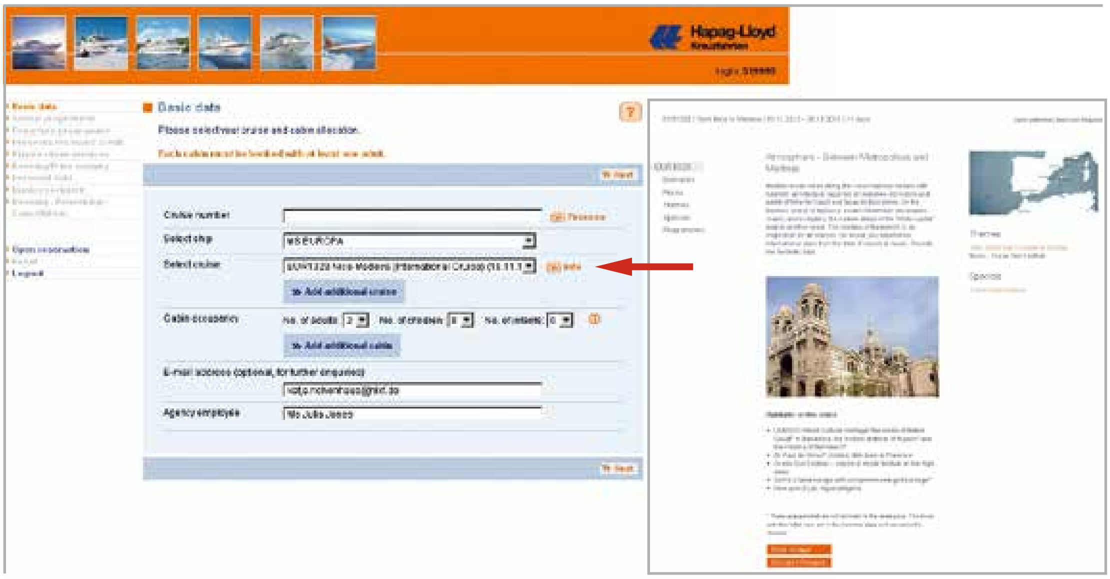
With immediate effect, an updated e-booking version is available for you. For many years, we have been able to offer you a fleet of ships which is unmatched on the market. Just as exclusive as our cruise ships are the expectations of our customers.
To enable you to sell our premium-quality cruises even more effortlessly and quickly, we are offering you our e-booking. Take advantage of the opportunity, for instance, to enquire about vacancies online, to place an option for a cabin respectively cancel an option online or to book additional services to complement an existing booking. It is also possible to make prebookings online once the respective preview folders have been sent out.

We hope you have a lot of successful bookings.

Tina Kirfel
Director of Sales

Carsten Sühring
Director of Sales

Basic Data



Select cruise

Select a cruise, either by entering the cruise code directly and then clicking on "Process" or by selecting a ship and cruise from the drop-down menu (if, for example, only the date is known).

The info button next to the cruise links you directly with the cruise information on our homepage, **www.hl-cruises.com.** Here you will find all of the information about the cruise which has been placed on the Internet (itinerary, prices, pre-cruise and post-cruise programmes).

Add additional cruise. Use this function to book combinations. The subsequent cruise will automatically be added by a click.

Cabin occupancy

Please enter the occupancy for each cabin here. If your customer requires several cabins, you can add them by selecting the function "**Add cabins**".

Click on the **info button** next to the cabin occupancy to find additional information, e. g. about discounts for children.

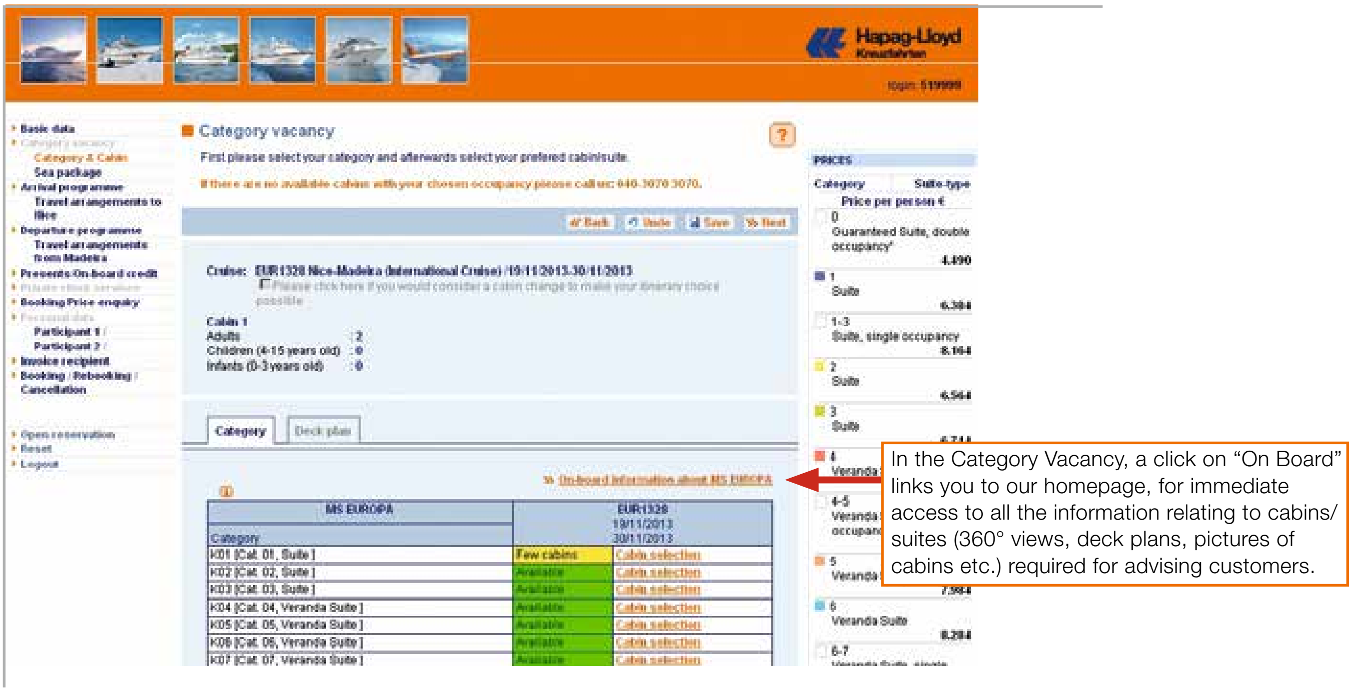
Your e-mail address

Your **e-mail address** should be filled in automatically – but it can also be changed manually. Always enter your e-mail address so that your questions can be answered immediately.

Agency employee

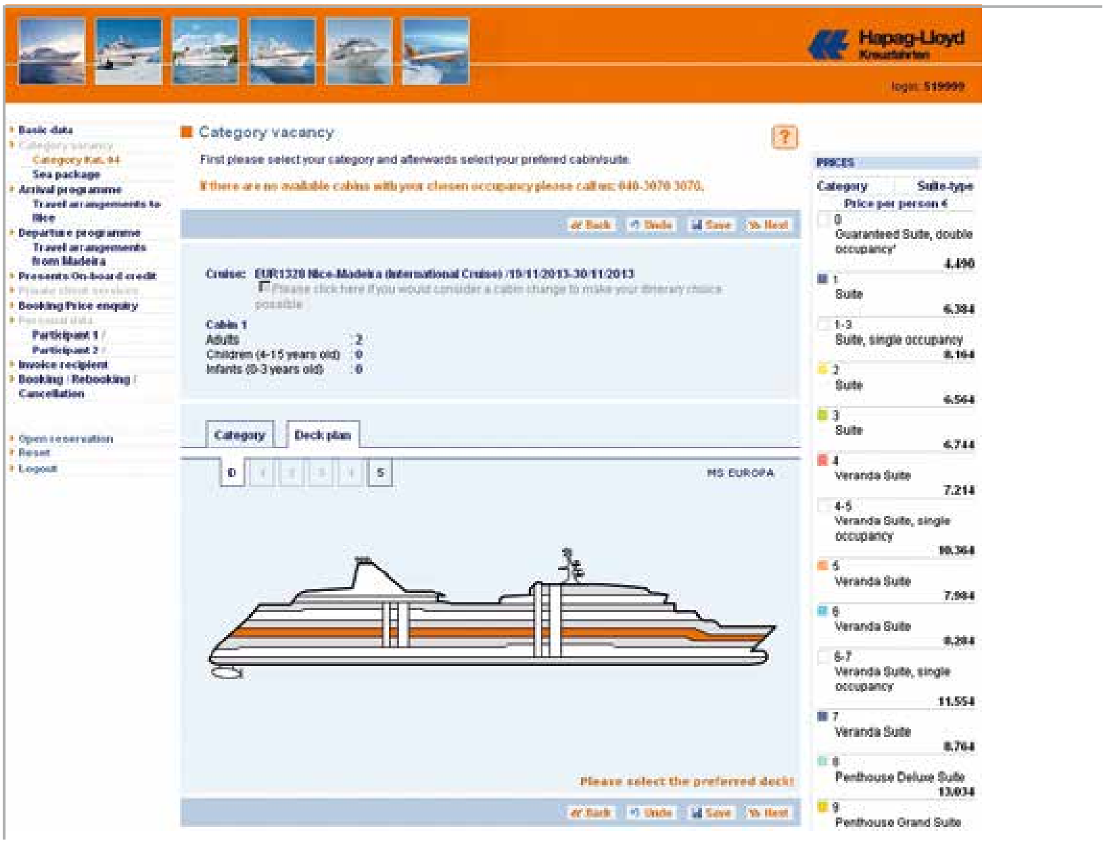
Please enter your name as well in case we have any questions.

Category Vacancy



Cruise combination	At the top, the cruise and the occupancy for the 1st cabin will be displayed first. When booking **combinations**, you can select: 1) Whether only cabins which are available continuously for the selected combination, i. e., without requiring passengers to change cabins, will be displayed;
Non-continuous cabin occupancy	2) Whether cabins which are not continuously available for the combination will be displayed (place a tick in the box next to “**Please click here if you would consider a cabin change to make your itinerary choice possible**”).
Categories	The display uses the traffic light system. **Red:** **Not available** **Yellow:** **Limited availability** (exactly as many cabins as requested, or one more) **Green:** **Available** (at least two cabins more than requested) Only those categories will be displayed which are available for the desired occupancy (e. g. no single cabin categories for two people). This step is repeated for each cruise/cabin if you are booking a number of cruises and/or cabins.
Cabin selection	When you click on “**Cabin selection**”, the **deck plan** will be displayed.

Deck Plan



Deck plan

The **decks** on which cabins in the desired category are found are displayed in **colour**.

When you click on a deck, the **cabin plan** will be displayed.

Category Vacancy (Cabin Plan)



Available cabins

Depending on availability, up to 4 vacant cabins will be shown in **green** on the cabin plan. Simply click on a cabin to select it.

Alternative cabin selection

Would your customer like to book a specific cabin? Then enter the number of the desired cabin in the white field. A click on "**Alternative cabin selection**" will reveal whether this cabin is available. If the cabin is vacant, you can book it in the normal way.

Request

If a cabin is displayed in grey, it can be requested via the system or be booked on waiting list status. To do so, please click on "Book cabin upon request" and proceed to "Booking/Price enquiry".

After you have selected the cabin, there are two ways to continue:

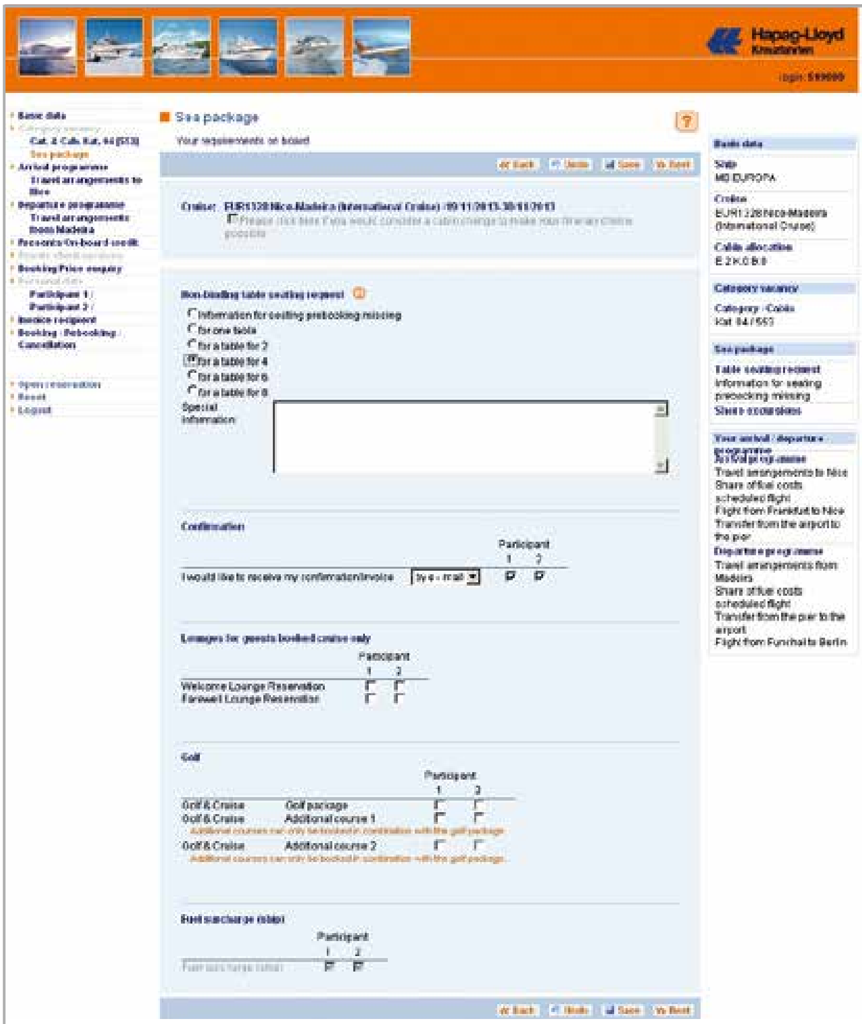
1. Booking/Price enquiry

The travel arrangements to the cruise departure point and from the cruise arrival point as shown in the catalogue are added here by default. You immediately have an overview of services and prices.

2. "Next" button

This takes you to the next page, "**Sea package**".

Sea Package



You can book services provided during the cruise, e.g. table seating requests and shore excursions, in the section entitled “**Sea package**”.

Special remarks
(white field to be filled out)

You can enter messages about table seating requests (for MS EUROPA, MS HANSEATIC and MS BREMEN), e.g. diabetic, window table, etc., under “Special remarks”.

Confirmation

Here, you can let us know whether you would like to receive our confirmation/invoice by e-mail or by post.

Golf

MS EUROPA, MS EUROPA 2 and MS COLUMBUS 2 golf packages can also be booked on selected cruises.

Shore excursions

Three to four months prior to the beginning of the cruise, the English shore excursion programme will be displayed here. This will enable you to provide your customers with first-class consultation and book the excursions for them online. The possibility of booking specific shore excursions will be indicated by the use of colours.

Orange:	Waiting list possible resp. waiting list closed
Yellow:	**Bookable** for individual participants, but no longer for all of them
No colour:	**Bookable**

Travel Arrangements to Cruise Departure Point and from Cruise Arrival Point



Please select the desired travel arrangements to the cruise departure and from the cruise arrival point. Pre- and post-cruise programmes can also be booked here. Please note that our pre- and post-cruise programmes are conducted in German.

"Info" button

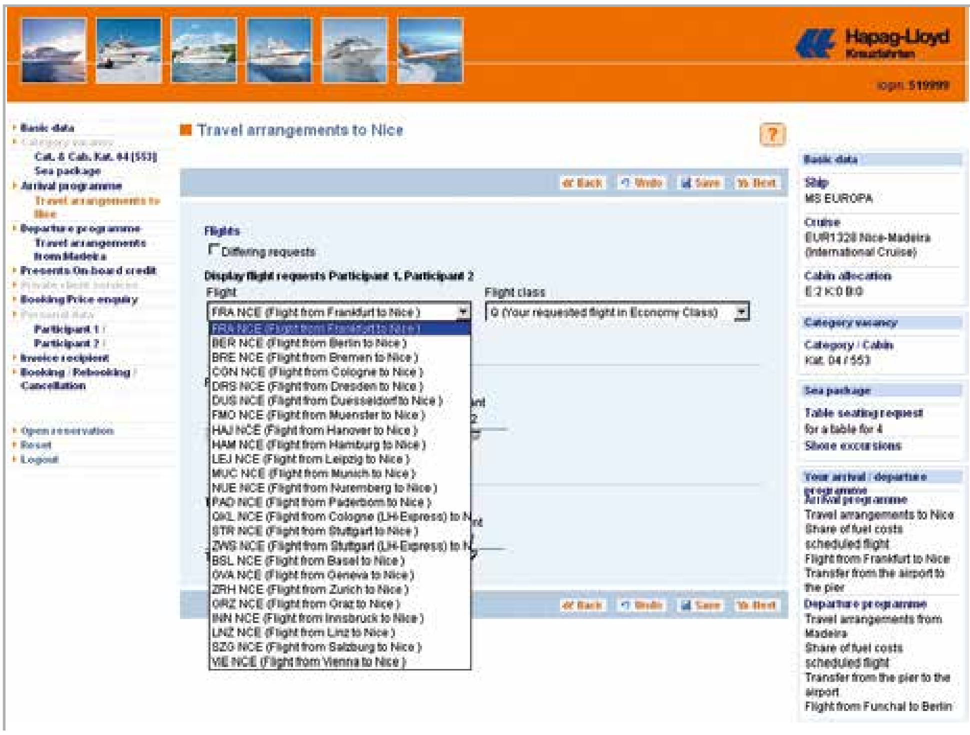
Just as during the cruise selection above, you can click on the "info" button to access the information on the homepage, **www.hl-cruises.com**.

Own travel arrangements

Option for **cruise-only bookings**

If you are organising the travel arrangements to the cruise departure and from the cruise arrival point for your customers yourself, please select "**Own travel arrangements**".

Travel Arrangements to Cruise Departure Point and from Cruise Arrival Point



Details of the travel arrangements

Once you have selected the desired travel arrangement programme, you can specify the details of the arrangements to the cruise departure point and from the cruise arrival point, e. g. desired flight route, hotel room, any optional excursions within the scope of the travel arrangements, etc.

Flights

Flights can currently be booked only as flight requests, subject to availability. The written flight confirmation issued by Hapag-Lloyd Cruises is authoritative.

Availability of hotels and excursions

The availability of hotels and excursions is shown here in colour as well.

Orange:	**Not available**
Yellow:	**Available** for some participants, but not for all
No colour:	**Bookable**

Share of fuel costs (air)

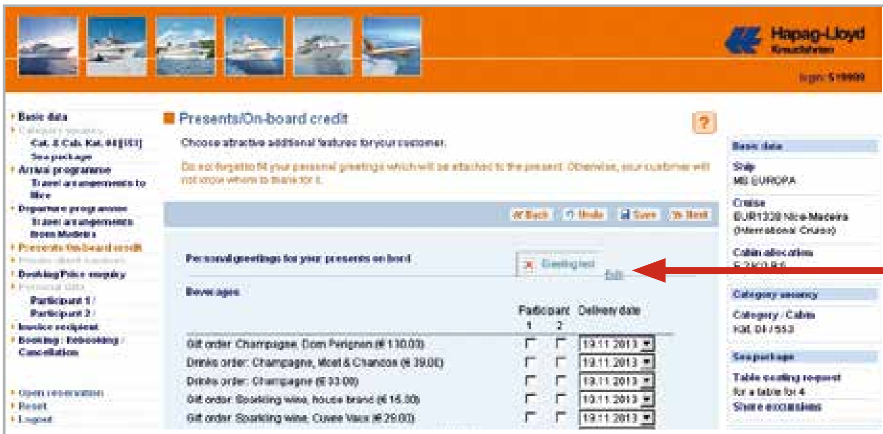
Mandatory items such as the share of fuel costs are displayed here as well, but cannot be changed.

Differing requests

Do you require differing variations of the travel arrangements to the cruise departure and from the cruise arrival point for the various members of a customer group? If you place a tick next to “**Differing requests**”, you can book differing criteria for the travel arrangements to the cruise departure point and from the cruise arrival point (e. g. flights from/to various home airports).

You can then book further optional “**Presents and on-board credits**”.

Presents/On-board Credit





In addition, you can now add your greetings to presents (gift order) directly via the e-booking system. We will print out the greeting cards and send them on board. You can also customise the delivery date, e.g. for a birthday. Unless the pre-allocated date is changed, presents will be distributed among the cabins as usual on the day of embarkation.

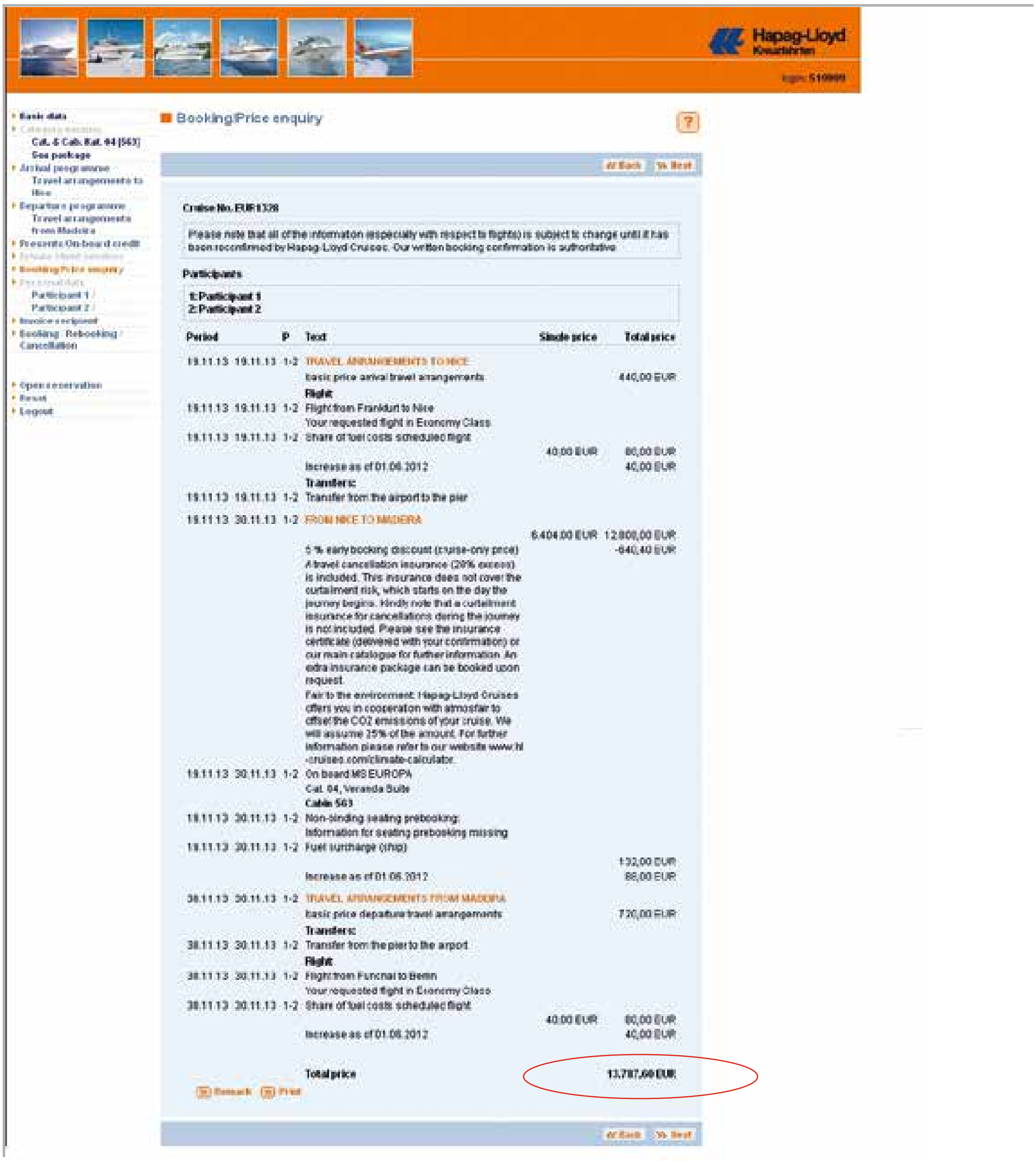
Agency services

This is where you can book other agency services, especially gift orders. As of 2011, these can exclusively be booked via our e-booking system.

The payment for the services will be settled via the commission.

You have the option of **showing or hiding** these services both during the **booking/price enquiry** and in the final cruise confirmation. This is possible on the monitor and the print-out. You can therefore decide yourself if the customer will be notified of the services before the start of the cruise or not (see example on the following page).

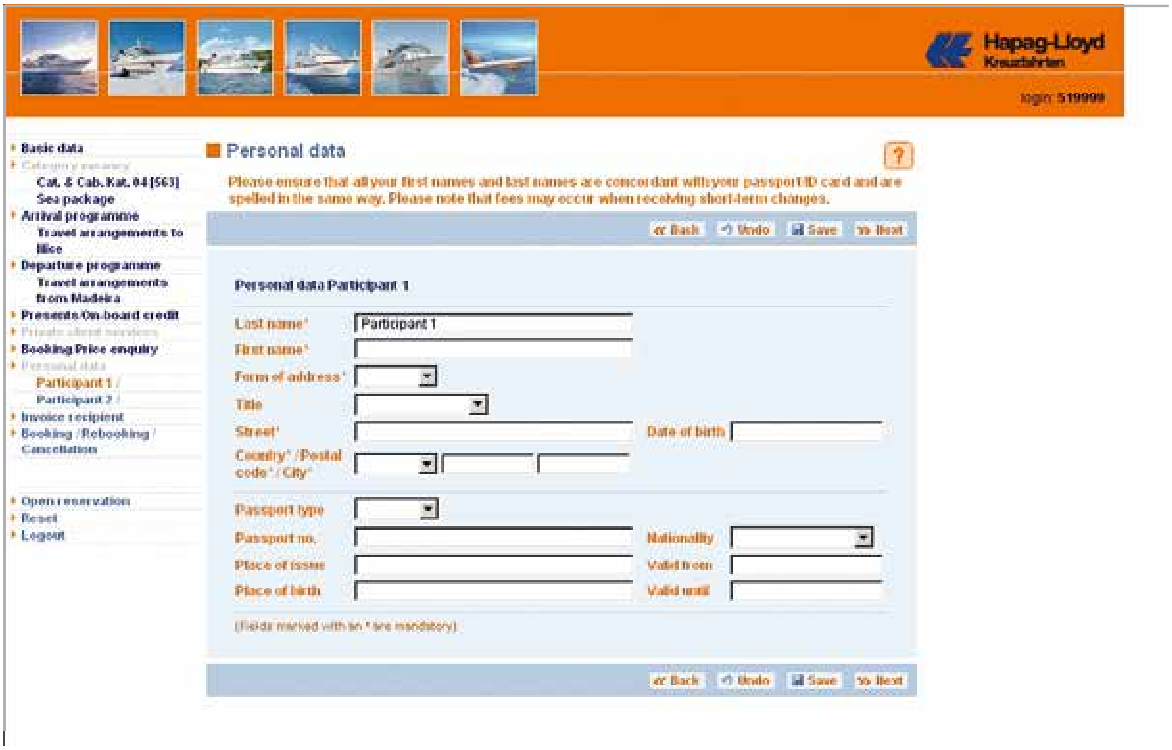
Booking/Price Enquiry



This is how the price presentation is displayed on the monitor.

The agency services will be settled together with your commission.

Personal Data

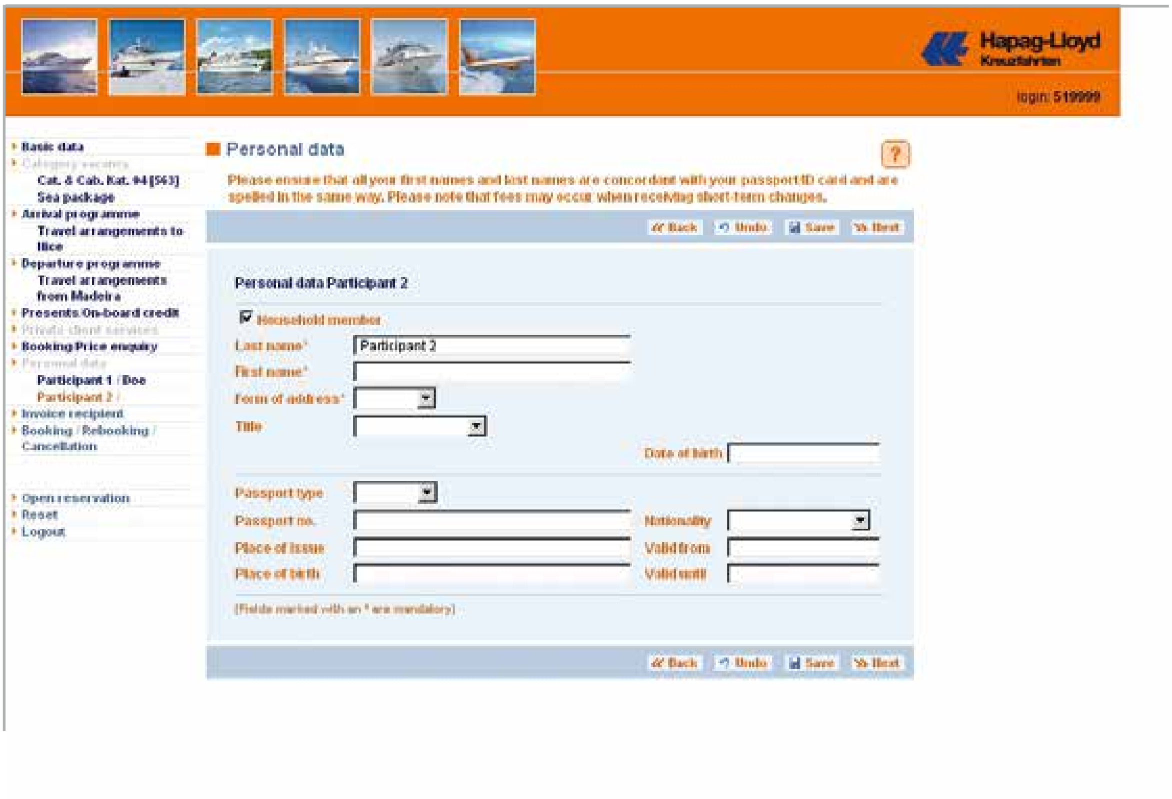


Personal data

As a minimum, the last name, first name, form of address and complete address must be entered.

The mandatory fields are marked with a *. If any of the mandatory fields are not filled out, they will be displayed again in colour.

Personal Data



Household member

If several passengers have the same address, you can place a tick in the box beside “**Household member**” for the 2nd and subsequent passengers.

It will then not be necessary to re-enter the address.

Invoice Recipient



This page is simply confirmed by clicking on “Next”.

Finishing the Booking



Summary of services/ Booking option

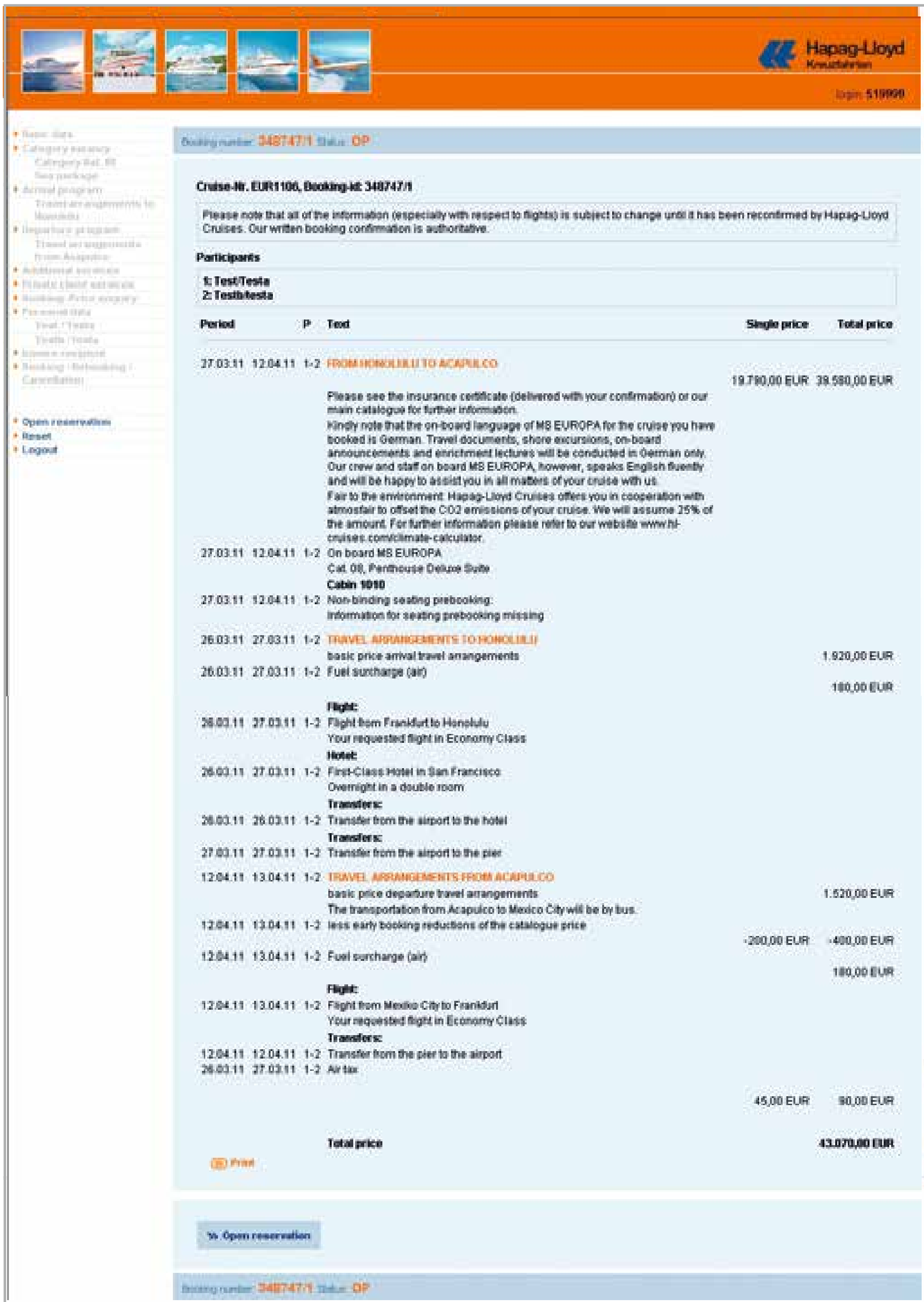
After you have entered all of the services, you will come to the summary of services and the booking option.

The presentation has the same structure as our cruise confirmation. All of the services and prices are shown in the same layout as the written confirmation/invoice the customer will receive at a later stage.

Terms and conditions of travel

The booking cannot be finalised until our terms and conditions of travel have been accepted (can be viewed by clicking on „**Non-binding reservation (option)**“.

Finishing the Booking



Summary of services with booking number

Once the cruise has been booked, the summary of services and booking number will be displayed (upper left).

This summary can also be printed out.

Open reservation

By clicking on "**Open reservation**", you can look at the booking again and make changes to it, if applicable.

Open Reservation



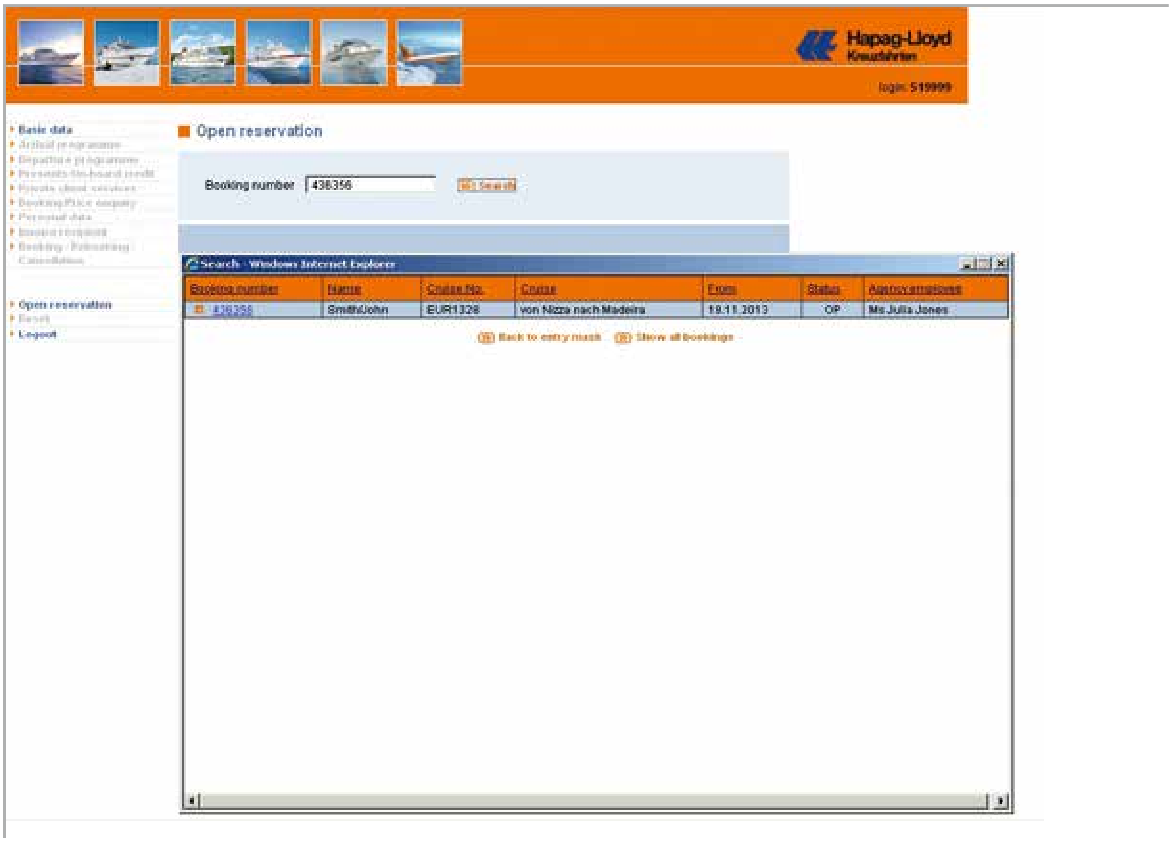
Open reservation

You can also retrieve any bookings made by your agency at a later point in time via the menu item "**Open reservation**".

If you enter the **booking number** and then press **ENTER**

or

If you click on **Search**, a selection box with the desired booking will appear. Please click on the booking number in the window to open the booking.



Open Reservation



Search

If the **booking number** is not known, the field can be left empty. When you click on "Search", a list with the current bookings of the agency whose number you used for the log-on will be displayed.

IMPORTANT for group partners: If you logged in with a 54, 55 or 56 agency number, only those transactions which have been booked under this number will be displayed. A separate log-in must be requested to display and edit bookings booked under a 57 number.

Booking/Price enquiry

The booking opens under the the menu item **"Booking/Price enquiry"**.

Use the menu bar on the left-hand side of the screen to navigate quickly among the various items.

Rebookings (changes of booking)

Changing a booking under an existing number has been greatly simplified. There is no longer any need to click on each page in turn before changing the booking at the end. Whenever an existing booking number is called up and something has been changed (gift order, shore excursions, address/passport details, etc.), a link appears immediately with instructions on how to access a change of booking directly with one mouse click.



Changing a booking under an existing number has been greatly simplified. There is no longer any need to click on each page in turn before changing the booking at the end. Whenever an existing booking number is called up and something has been changed (gift order, shore excursions, address/passport details, etc.), a link appears immediately with instructions on how to access a change of booking directly with one mouse click.

Cancellations

A cancellation is possible only in the option status. For this purpose, simply click on "cancel" under the menu item "Booking / Rebooking / Cancellation".















If this user's manual does not provide answers to all your questions, please do not hesitate to contact our sales team:

+49 40 3001 4580

In case calling is not possible due to differences between time zones, please write an e-mail to salesteam@hlkf.de

Mondays to Fridays (CET) from 9.00 to 18.30 hrs and Saturdays from 9.00 to 14.00 hrs